Solutions to some common problems with accessing the on-line typing test or submitting results

There are several conditions which can interfere with an applicant's ability to successfully access the on-line typing test or submit their test results to the Division of Personnel (DOP). The following simple solutions should resolve some common challenges an applicant may face.

- The typing test program is a Java applet (or program) that applicants download to a computer. The applet self-extracts from the applicant's PC when the applicant exits the test. Therefore, **an applicant's computer must have Java 1.1 or higher or Java Virtual Machine installed and enabled**. Applicants who do not have Java on their computers may be able to download it for free at http://www.java.sun.com.

  In some cases individuals may have an appropriate version of Java installed on their PCs, but they have disabled Java scripts from running as a security measure. Also, a computer security level for the Internet may be set above "Medium" (or a "Custom" security level) which may disable an applicant from accessing the test site.

- Some firewalls, both personal and network versions, can prevent the typing test results from being sent out as e-mails from the typing test applet. **Temporarily disabling a personal firewall may allow the applicant to access and take the typing test and submit the results**.

- Web servers are occasionally taken out of service for short periods of time for maintenance, or other reasons. In these cases, applicants will see a message that the web page is unavailable. If this occurs, applicants should **wait up to 30 minutes, and then try to resubmit or access the website.**

- Sometimes, after an applicant completes the online test, he or she receives a message indicating that "***there was a problem with sending results to the manager; could not connect to the SMTP Mail Server. This is probably caused by a configuration error***." In some instances, simply "Unchecking" the request a courtesy test results email box enables the system to send the completed test to the administrator.

If the previous suggestions do not resolve the apparent problem, or if you do not want to change your system settings, you may use the following steps to ensure that you are able to submit your online tying test score.

1. Once you have completed the test; stop at the page that displays your speed, error rate and final score.

2. Press the "Alt" and "Print Screen" keys at the same time.

3. Open a new email or Word document, position the cursor in the body of the new email or Word document, then press CTRL+V, or paste the information you previously copied.

4. Your test result should now appear in the body of the new email. Once you have added your full name, mailing address and email address, feel free to send it to us.

Please email us if you have questions about this typing test, or if you experience difficulty using it. If you are unable to send an email, please call (573) 526-9551. Leave a message in the voice mail box, and include the following information: your full name, your telephone number including the area code, and a brief description of the problem you experienced.

An applicant who does not have a computer with access to the Internet, or who is unable to access the test and submit the results, may try taking the test on a computer at a public library, Missouri Career Center or the Division of Personnel.